



## DEPARTMENT OF CUSTOMER SERVICES

Jeffrey J. Coelho, Director  
Hubert P. Minn, Special Advisor

### POWER, DUTIES AND FUNCTION

The Department of Customer Services (CSD) is responsible for public communication and the operation of the motor vehicle registration, driver licensing and Satellite City Hall systems. Additionally, the department provides printing services for city departments and agencies; issues various permits; and manages the City's reference library, the records management and archives programs and the Municipal Bookstore. CSD also administers the City's contract with the Hawaiian Humane Society to provide spay, neuter and animal pound services, in addition to enforcing ordinances dealing with animals.

CSD is organized into three major functional divisions. They are: Motor Vehicle Licensing and Permits, Public Communications, and Satellite City Halls. At the end of fiscal year 2005, CSD was authorized the equivalent of 298 full-time employees.

### HIGHLIGHTS

CSD continued to reach the public through a wide variety of services over the fiscal year, especially in the areas of motor vehicle transactions (1.1 million) and abandoned vehicle investigations (37,788).

The department served the public by investigating complaints, responding to informational inquiries, increasing customer services, producing special events such as the Honolulu City Lights celebration, and assisting with the popular Sunset on the Beach and Rediscover Oahu events, as well as the Easter Seals' Taste of Honolulu on the Civic Center grounds.

CSD also assisted with publicizing such initiatives as new on-line city services that help residents avoid long lines, expanded bulky item pickup services, extended hours at shopping mall satellite city halls, improvements at Manoa Stream and partnerships that help small businesses. Residents were also alerted during potentially hazardous emergencies, such as sewage spills, box jellyfish infestations and floods.

### DIVISION OF MOTOR VEHICLES, LICENSING AND PERMITS

Dennis A. Kamimura, Licensing Administrator

#### POWER, DUTIES, AND FUNCTION

The Division of Motor Vehicle, Licensing and Permits registers motor vehicles, trailers, bicycles, mopeds, and animals; issues driver and business licenses; administers and enforces the periodic motor vehicle inspection program; administers the reconstructed vehicle program; implements the general newsstand and Waikiki Special District publication rack programs; administers the derelict and abandoned vehicle programs; administers the disabled parking placard and identification card program for the City and County of Honolulu; implements the Motor Vehicle Accident Reparations Act; and investigates business license, general newsstand, Waikiki Special District publication rack, taxicab, and vehicle inspection violations.

To accomplish these functions, the division is divided into three branches: Motor Vehicle, Driver License, and Special Services. The licensing administrator, assistant licensing administrator, Office Services Section, and Accounting Services Section provide administrative and support services to these branches.

#### ACCOMPLISHMENTS

The following are the division's major accomplishments:

Provided testimony in support of bills which affect operations:

- Act 022 which amend the definition of a neighborhood electric vehicle to conform to federal regulations.
- Act 023 which coincides the expiration date of the Commercial Driver License and hazmat endorsement.
- Act 061 which allow issuance of an instruction permit to a person with disabilities in order to take a road test required by the Medical Advisory Board.
- Act 062 increases the threshold value of an abandoned vehicle in order to expeditiously dispose of the vehicle without public auction requirements.
- Act 103 allows transactions of "flagged" vehicles if the new owner is not liable for a previously issued citation.

- Act 105 allows the courts to release information pertaining to minors when it affects the eligibility to maintain driving privileges.
- Act 130 conforms Hawaii Revised Statutes to federal regulations governing commercial driver licensing.
- Act 147 amends the definition of a derelict vehicle within 90 days upon return to Hawaii or discharge from hospitalization.
- Ordinance 06-13 which expands the definition of a vehicle which can be removed from the public roadway due to an expired registration or safety inspection or both.
- Completed preliminary plans and issued an RFP for establishment of another full service driver license operation in Windward Oahu.

Conducted a main and a supplemental lottery for all publication dispensing racks in the Waikiki Special District. Issued 1,291 dispensing rack permits and 2,445 sidewalk use permits. The two contract employees conducted inspections of the dispensing racks and general newsstands, issued notices of violation, attended meetings with existing and prospective publication owners and distributors, and provided the Department of Facility Maintenance with a listing of maintenance requirements for the dispensing racks.

Established automated connectivity with the Social Security On-line Verification System (SSOLV), which confirms an applicants driving status against the national database.

### Accounting Services Section

The Accounting Services Section's seven employees are responsible for the record keeping of the division's revenue and disbursements. They account for state revenues collected from the State Vehicle Weight Tax, State Vehicle Registration Fee, Periodic Motor Vehicle Inspection Fee, and Commercial Driver License Fee. They also remit revenues exceeding approved county expenses to the State of Hawaii, Department of Transportation. During this fiscal year, the section processed 1,181 refunds totaling \$141,968 and remitted \$34,960,742 (gross receipts of \$37,230,421 less county expenses of \$2,269,679) to the Department of Transportation.

### Motor Vehicle Branch

The Motor Vehicle Branch, staffed by 28 employees, registers motor vehicles and collects motor vehicle fees. All of the employees are located at the Motor Vehicle Registration (MVR) Core in the Chinatown Gateway Plaza. This location processes paper transactions from motor vehicle dealers and lending institutions, electronic transactions from participating Electronic Lien and Title (ELT) lien-holders, Fleet Dealer Registration (FDR) transactions from participating new car dealers and U-drive companies, processes on-line renewals via the internet, accepts facsimile transactions from the satellite city halls (SCH), and processes all mail transactions.

During the fiscal year, the MVR Core and the SCHs registered 834,238 motor vehicles and trailers; issued 23,582 duplicate certificates and 3,609 out-of-state vehicle permits; and processed 24,379 replacement plates, 33,598 replacement emblems, and 194,419 ownership transfers. The MVR core processed 22,889 on-line renewals via the internet and registered 21,375 new vehicles through the FDR program.

Motor vehicle transactions processed by location are as follows:

LOCATION	FY 05-2006	FY 04-2005	INCREASE (DECREASE)
Ala Moana .....	88,456	90,081	(1,625)
Fort Street Mall .....	42,499	40,416	2,083
Hawaii Kai .....	29,276	26,509	2,767
Kailua .....	67,528	62,112	5,416
Kalihi .....	88,410	92,731	(4,321)
Kapolei .....	72,814	73,522	(708)
Pearlridge .....	98,564	95,707	2,857
Wahiawa .....	56,159	58,762	(2,603)
Waianae .....	34,530	35,918	(1,388)
Windward Mall .....	60,676	58,396	2,280
MVR Core .....	478,890	484,348	(5,458)
TOTAL .....	<u>1,117,802</u>	<u>1,118,502</u>	<u>(700)</u>

### Driver License Branch

The Driver License Branch, staffed by 114 full-time employees and six seasonal driver license examiners, is comprised of the Driver License Section, the Financial Responsibility Section, and the Motor Vehicle Control Section. The Driver License Section includes the State-funded Commercial Driver License (CDL) Unit. The Motor Vehicle Control Section includes the state-funded Periodic Motor Vehicle Inspection (PMVI) Unit.

**Driver License Section.** This section tests and issues driver licenses to operators of motor vehicles ranging from mopeds through truck tractors with tandem trailers. It also tests and issues certificates for operators of taxicabs and pedicabs.

An applicant for a driver's license must successfully pass a 30-question written examination, a vision test, and a road test. An applicant renewing a license must pass a vision test only. Taxicab and pedicab drivers must pass a 50-question examination and an oral examination on routes and locations.

Driver license services are offered at City Square (Core) and at full-service substations located at Kapolei, Pearl City, Wahiawa, and Waianae. Driver license renewals and duplicates are offered at the Fort Street Mall, Windward Mall, and Hawaii Kai satellite city halls. The following table lists the number of driver licenses and permits issued by location.

<u>STATION</u>	<u>NEW LICENSES</u>	<u>RENEWED LICENSES</u>	<u>LEARNER PERMITS</u>
City Square (Core) .....	14,944	28,422	19,031
Kapolei .....	5,436	7,777	5,169
Pearl City .....	5,618	13,997	6,651
Wahiawa .....	6,004	7,705	5,053
Waianae .....	890	1,735	1,041
Fort Street .....		11,182	473
Hawaii-Kai .....	12	6,910	260
Windward Mall .....	3	12,594	1,083
Commercial Driver License .....	123	380	357

The DL Branch issued 39,744 duplicate licenses, 1,679 taxicab certificates, and no pedicab certificates. There were 3,470 written tests administered in seven foreign languages, 63,605 written tests and 277 oral examinations in English.

**Commercial Driver License Unit.** This unit administers the CDL written tests, vision tests, and skills tests for class 4 and CDL vehicles. The skills test includes a vehicle inspection test, a basic control test, and a road test. Other requirements include passing a physical examination and receiving certification of specialized endorsements

A total of 564 CDL licenses and permits were issued this fiscal year.

**Financial Responsibility Section.** This section enforces the statutory provisions of the Motor Vehicle Accident Reparations Act. It also works closely with the State Judiciary to train the judiciary staff on the financial responsibility statutory requirements. During this fiscal year, the section processed 7,651 safety responsibility cases affecting 13,345 licensed drivers and 5,223 registered owners of vehicles involved in major traffic accidents. In addition, it issued 3,825 security notices to individuals who were at fault for major traffic accidents and 1,594 notices to defendants convicted in court of certain serious traffic related offenses. In response to these notices, the section processed 2,539 SR-21 certificates, 1,271 SR-22 certificates, and 44 cash security deposits totaling \$112,250. The section also processed 609 SR-26 certificates, which are insurance companies' notifications of insurance policy cancellations, and refunded 44 cash security deposits totaling \$103,950.

**Motor Vehicle Control Section.** This section administers the City's abandoned and derelict vehicle programs; monitors the periodic motor vehicle inspection program; enforces window tinting and reconstructed vehicle laws; insures compliance with the laws relating to the operation of taxicabs and pedicabs; investigates complaints against the City's tow contractors; and inspects tow contractors' equipment and facilities for compliance with contractual provisions.

There were 37,788 investigations of abandoned vehicle complaints. As the result of the investigations and patrols, 4,506 citations were issued. As shown below, most of the investigations resulted in the removal of the vehicle by the owner.

	<u>CITY</u>	<u>LEEWARD</u>	<u>CENTRAL</u>	<u>WINDWARD</u>
Moved by Owner .....	685	332	85	60
Abandoned Vehicles Towed .....	713	228	49	133
Derelict Vehicles Towed .....	892	587	472	471

Owners claimed 71 of the abandoned vehicles that were towed. 2,197 unclaimed vehicles were sold at public auction.

During the fiscal year, the Section: 1) inspected 3,050 reconstructed vehicles, 2,478 taxicabs; 2) investigated 25 complaints concerning taxicabs and 29 complaints concerning tow companies; and 3) 1,049 safety inspection/reconstruction investigations.

**Periodic Motor Vehicle Inspection Unit.** This unit inspected 1,153 PMVI stations; suspended 31 stations; certified 344 safety inspectors' licenses; and issued 63 notices of violations. The measures taken by this unit have made a positive contribution to the State's Highway Safety Program.

## **SPECIAL SERVICES BRANCH**

The four employees of this branch are responsible for the registration of bicycles, mopeds, and animals; issuance of county business licenses; issuance of loading zone, taxi stand, and bus stop parking permits; and investigation of businesses that require county licenses. The section is also responsible for inputting information into the Honolulu data base for the disabled persons placard and identification card program, maintaining the application form files, and responding to inquiries concerning the issuance of disabled persons placards and identification cards.

The Special Services Branch issued the following licenses and permits:

	<u>FY '05-06</u>	<u>FY '04-05</u>
Bicycle and Moped Licenses .....	30,335	24,967
Dog Licenses .....	17,436	17,727
Loading Zone Permits .....	9,563	9,231
Bus Stop Permits .....	554	525
Taxi Stand Parking Permits .....	110	88
Business Licenses		
Auctioneer .....	11	9
Firearms, Manufacture and Sell .....	35	31
Garbage and/or Rubbish Collection .....	19	14
Glass Recycling .....	3	1
Pawnbroker .....	49	46
Peddler, Merchandise .....	96	71
Peddler, Merchandise or Medicine – Exempt .....	27	23
Purchase/Sell Used Vehicle Parts .....	108	77
Second Hand Dealer .....	142	125
Sale of Tear gas and Other Obnoxious Substances .....	1	1
Sale of Pepper Sprays - Flat Fee .....	5	2
Vehicle - Carry Passengers, Taxi .....	1,560	1,434
Wrecking/Salvaging/Dismantling Motor Vehicles .....	74	46
Scrap Dealers .....	4	4
Number of Licenses and Permits .....	<u>60,132</u>	<u>54,422</u>

#### COMPARATIVE STATEMENT OF TOTAL TRANSACTIONS FISCAL YEAR 2005 - 2006 AND 2004 – 2005

	<u>FY '05 - 06</u>	<u>FY '04 – 05</u>	<u>INCREASE (DECREASE)</u>
Motor Vehicle Registrations Recorded .....	825,690	820,688	5,002
Trailer Registrations Recorded .....	11,640	13,550	(1,910)
Bicycle and Moped Registrations Recorded .....	30,335	24,967	5,368
Dog Licenses Issued .....	17,436	17,727	(291)
Business Licenses Issued .....	626	539	87
Duplicate Certificates Issued .....	23,494	23,582	(88)
Replacement Plates Issued .....	22,748	24,379	(1,631)
Replacement Emblems Issued .....	33,312	33,598	(286)
Out-Of-State Vehicle Permits Issued .....	4,258	3,609	649
Loading Zone Permits Issued .....	9,563	9,231	332
Bus Stop Parking Permits Issued .....	554	525	29
Taxi Stand Parking Permits Issued .....	110	89	21
Ownership Transfers Recorded .....	192,209	194,419	(2,210)
Plate Transfers Completed .....	4,451	4,677	(226)
TOTAL .....	<u>1,176,426</u>	<u>1,171,580</u>	<u>4,846</u>

#### COMPARISON OF REVENUE SOURCES FISCAL YEAR 2005 - 2006 AND 2004 – 2005

	<u>FY '05 – 06</u>	<u>FY '04 – 05</u>	<u>INCREASE (DECREASE)</u>
Motor Vehicle Weight Taxes .....	\$58,748,041	\$44,833,543	\$13,914,498
Trailer and Wagon Weight Taxes .....	1,953,460	1,612,985	340,475
Motor Vehicle Penalties .....	832,653	796,924	35,729
Trailer and Wagon Penalties .....	44,440	32,588	11,852
Motor Vehicle Ownership and Penalties .....	3,023,710	2,887,393	136,317
Motor Vehicle Duplicate Certificates .....	234,080	234,900	(820)
City and County Registration Fees .....	13,519,960	13,385,170	134,790
License Plate Fees .....	1,430,696	1,595,988	(165,292)
Emblem Fees .....	354,584	350,984	3,600
Beautification Fees .....	3,134,705	3,040,781	93,924
Correction Fees .....	10,740	19,090	(8,350)
Vehicle Permits .....	20,970	17,905	3,065
Service Charges .....	16,692	17,223	(531)
Sundry Realizations .....	0	0	0
Sale of Other Materials and Supplies .....	595	745	(150)
Record Copies .....	2,279	2,118	161
Tax Liens .....	325	340	(15)

Reconstructed Vehicles .....	31,440	28,290	3,150
Bicycle Licenses .....	427,532	350,823	76,709
Dog Licenses .....	241,840	242,264	(424)
Business Licenses .....	35,618	36,055	(437)
Newsstands/display racks .....	77,424	165,719	(88,295)
Loading Zone Parking Permits .....	223,884	215,765	8,119
Bus Stop Parking Permits .....	13,175	12,735	440
Drivers' License Fees .....	3,001,210	3,492,666	(491,456)
Taxicab Drivers' and Pedicab Operators' Certificates .....	39,640	43,235	(3,595)
Taxi Stand Parking Permits .....	10,180	8,349	1,831
Taxi Licenses .....	93,026	78,531	14,495
Auction Sale of Impounded Vehicles .....	119,800	89,925	29,875
Spay-Neuter Services .....	371,890	367,177	4,713
Power of Attorney .....	75	202	(127)
<b>TOTAL .....</b>	<b>\$88,014,664</b>	<b>\$73,960,413</b>	<b>\$14,054,251</b>

## PUBLIC COMMUNICATIONS DIVISION

(Temporary Vacancy, Division Chief)

### FUNCTION

The division provides information about Honolulu government policies, programs and procedures; responds to complaints; produces in-house printing services; coordinates special events; prepares mayor's messages and proclamations; makes available reference and research resources; manages the archival program; provides photographic services to the City Administration and City Council and informs the public on city activities and services through its Honolulu Municipal Television (HMTV) operations. The division's Administration Section is also responsible for coordinating and issuing permits for events on the Civic Center grounds that do not have an admission charge.

**Complaint Branch.** The complaint chief and complaint investigators serve as the public's advocate at City Hall. They are the first point-of-contact for members of the public seeking a city service or filing a complaint. The section insures that the public receives timely answers to inquiries. The staff investigates sensitive complaints while most other complaints are sent to the appropriate agencies for follow-up. Inquiries and complaints came from letters, faxes, Tell-It-To-The-Mayor forms), telephone calls, telephone recordings, web page access and walk-ins.

### COMPLAINT SECTION STATISTICS BY AGENCIES

<u>Department/Agency Involved in Complaint</u>	<u>FY 2006 Total</u>	<u>Department/Agency Involved in Complaint</u>	<u>FY 2006 Total</u>
Board of Water Supply .....	105	Facility Maintenance .....	1,578
Budget & Fiscal Services .....	78	Fire .....	48
City Auditor .....	0	Human Resources .....	4
City Clerk .....	0	Humane Society, Hawaiian* .....	0
Civil Defense .....	7	Information & Technology .....	6
Community Services .....	40	Managing Director .....	0
Corporation Counsel .....	26	Mayor .....	117
Council Services .....	0	Medical Examiner .....	4
Culture and Arts .....	0	Neighborhood Commission .....	0
Customer Services .....	1,773	Oahu Civil Defense .....	7
Design & Construction .....	211	Parks & Recreation .....	1,126
Economic Development .....	0	Planning & Permitting .....	1,005
Emergency Services .....	31	Police .....	1,591
Enterprise Services .....	76	Prosecuting Attorney .....	1
Environmental Services .....	1,057	Royal Hawaiian Band .....	6
		Transportation Services .....	883
		<b>TOTAL .....</b>	<b>9,773</b>

\* A private agency under contract to the Honolulu government that provides an animal pound and enforces certain ordinances dealing with animals.

**Information Branch.** The branch responds to inquiries received in writing, by telephone, in person, by e-mail and fax about city services, projects, programs and policies. The Information Officer is assisted by four information specialists, an Informational Affairs Officer and a clerk. One specialist serves as the chief photographer. The Honolulu Municipal Television (HMTV) executive producer is also on staff in this branch.

During the reporting period, staff answered more than 52,000 telephone calls and completed more than 900 written assignments. These included preparing, editing and distributing news releases, fact sheets, messages, proclamations, official remarks and various correspondence. Staff also responded to, or processed, an average of 30 email inquiries a day, prepared and staffed exhibits in conjunction with various trade shows and other public events, and coordinated publicity for



*Honolulu City Lights* in December. Staff also coordinated the annual report for the City and County of Honolulu.

The information staff also publicized new City initiatives, such as on-line building permit and motor vehicle services that enable citizens to avoid long lines, continued expansion of bulky item pickup services island-wide, extended hours at satellite city halls at shopping malls, Manoa Stream improvements and partnerships that support small businesses.

In addition, the information staff alerted the public to wastewater spills, box jellyfish infestations at beaches, flooding hazards during unusually heavy winter rains, routine roadwork on Oahu's streets, and large emergency repairs done on major roads throughout the city.

**Honolulu Municipal Television (HMTV).** Under a city contract and through a state grant, HMTV produced about 45 hours of original shows filling 120 hours of television programming during the year. One program, *The Mayor's Report*, included announcements and activities within the office of the Mayor. Another show, *City News Week*, highlighted city-sponsored events and activities. These programs were produced under the direction of Executive Producer Don Kozono, and premiered on Olelo Community Television (Oceanic Channel 54). The shows were also replayed on KPXO (Channel 66).

HMTV produced eight public service announcements, ranging from promoting online services provided by the City to announcements of city-sponsored events and activities.

HMTV covered some special *Sunset on the Beach* events in Waikiki. On September 5, 2005, the Ewa Beach Little League team was honored for winning the National Championship. On November 5 and 6, 2005, military veterans were honored with a salute to veterans.

The holiday season at the end of 2005 featured another successful presentation of *Honolulu City Lights*, shown live on OLELO Community Television, followed three weeks later by a one-hour broadcast on commercial television featuring the Electric Light Parade portion of the event. The live show was hosted by local radio personalities, Sweetie Pacarro and Tiny Tadani. HMTV also produced three hours of *Honolulu City Lights* programming for replay on OLELO TV on Christmas Day.

**Municipal Reference Center (MRC).** Continuing with only a staff of three, the library, records management and bookstore section worked toward providing a complete range of city government-related information and research services, records management and archival support, and a centralized place to purchase city publications.

The MRC spent \$7,198 to update the library collection, \$18,249 to maintain its specialized collection of subscriptions and \$30,435 to partially fund the microfilming of city documents for permanent retention.

During fiscal year 2005-2006, the library, records management and bookstore:

- Handled 645 requests for information from city workers and the public.
- Loaned over 2,224 books, reports and magazines.
- Coordinated microfilming of over 1,000,000 images and filled 609 requests to retrieve records.
- Sold 2,605 volumes at the Municipal Bookstore for \$36,036.

**Printing Services Branch.** A staff of nine employees handles graphic, printing and bindery services for all city agencies and non-profit organizations like Kumu Kahua, HAAE, Mayors/Governor's Prayer Breakfast and the Honolulu Marathon. This branch produces informational booklets and brochures, forms, posters, flyers, invitations, programs, business cards, newsletters, reports, certificates and other printed and graphic products for use by city agencies or for public distribution.

The print shop's report for fiscal year 2006 is as follows:

Graphic art projects ..... 420  
Printing projects ..... 1,232  
Printing impressions ..... 10.7 million  
Bindery projects ..... 781



**Mayor Hannemann congratulates Don Kozono, HMTV executive producer, and Carmen Mottola, HMTV video editor, for winning a 2005 Video Recognition Award for Excellence from OLELO Community Television.**

## SATELLITE CITY HALL DIVISION

Dennis Taga, Chief

### FUNCTION

The division provides essential services and information for various city and state agencies through 10 storefront offices on the island of Oahu. These offices are located at Ala Moana, Kailua, Fort Street Mall, Hawaii Kai, Kalihi, Kapolei, Pearlridge, Wahiawa, Waianae and Windward Mall. Services provided at the satellite city halls include: motor vehicle licensing and registration; collection of water bill and real property tax payments; sale of monthly bus passes; dog, bicycle and moped licensing; disabled parking permits; picnic and camping permits; loading zone and bus stop parking permits; fireworks permits; animal spay/neuter certificates; registration and certification of voters; and information about various government programs. Driver license renewals and duplicates services are also provided at the Fort Street Mall, Hawaii Kai and Windward Mall offices. The Ala Moana, Kalihi and Pearlridge offices continue to be the busiest locations.

### HIGHLIGHTS

New and improved services implemented at the satellite offices this fiscal year included the following:

- The ongoing conversion of a new one-stop point-of-sale cashiering system to reduce long lines and waiting time for walk-in customers. The system eliminates the need for customers to stand in separate lines for processing and payment.
- The extension of hours in satellite city halls at Pearlridge, Ala Moana and Windward Mall. The new hours allow customers to transact city business beyond the normal operating hours on Wednesdays only.

*Kapolei's one-stop point-of-sale system allows customers to complete their transactions and pay at the customer services window.*



*Customer junking her vehicle at Ala Moana during its Wednesday night extended hours.*

### Fiscal Year 2006 Totals

<u>Locations</u>	<u>Transaction Count</u>	<u>Revenue Collected</u>
Ala Moana .....	123,464 .....	\$17,655,874
Fort Street Mall .....	107,096 .....	16,444,822
Hawaii Kai .....	46,123 .....	4,496,819
Kailua .....	78,737 .....	8,899,674
Kalihi .....	108,646 .....	13,788,855
Kapolei .....	91,671 .....	13,638,849
Pearlridge .....	123,130 .....	12,065,060
Wahiawa .....	70,570 .....	6,464,871
Waianae .....	47,160 .....	4,948,460
Windward Mall .....	100,130 .....	9,424,416
Total .....	<u>896,727</u> .....	<u>\$107,827,700</u>

**TYPE OF SATELLITE TRANSACTIONS (896,727)**  
**For Fiscal Year 2005-2006**

